

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2019	2020	YOY%
Sioux City, IA #656	\$13,381	\$20,242	51.3%
Davenport, IA #957	\$18,021	\$26,331	46.1%
Vancouver, WA #333	\$23,924	\$34,464	44.1%
South Bend, IN #931	\$21,132	\$29,439	39.3%
Gurnee, IN #694	\$27,364	\$37,791	38.1%
Chi-Melrose, IL #054	\$36,679	\$48,857	33.2%
Frederick, MD #770	\$23,984	\$31,847	32.8%
Villa Park, IL #686	\$26,503	\$35,156	32.6%
Slidell, LA #693	\$15,709	\$20,649	31.4%
Tinley Park, IL #058	\$39,672	\$51,670	30.2%

District Sales Growth

District	Region	WTD%
Dustin Gasper	Northeast	22.5%
Troy Watring	Northeast	17.1%
Eric Montes	Northeast	6.4%
Michael Svoboda	Northeast	5.4%
Joe Ramos	Northeast	5.3%
Tony Reynolds	Western	4.2%
Jim Hamblen	Southeast	2.4%
Shawna Vasquez	Northeast	2.2%
Jon Fiorentine	Northeast	1.7%
Daniel De Los Santos	Northeast	0.7%

Birthday Sales Growth

Restaurant	2019	2020	WTD%
Nanuet, NY #849	8.9%	25.1%	16.2%
Syracuse, NY #526	12.4%	28.1%	15.6%
Littleton, CO #115	12.6%	28.0%	15.4%
San Jose, CA #404	11.7%	26.5%	14.8%
Glendale, CA #634	18.5%	32.9%	14.5%
Albuquerque, NM #339	7.5%	21.4%	13.9%
Hunt. Beach, CA #406	16.3%	29.1%	12.8%
Vancouver, WA #333	17.3%	30.0%	12.7%
Foothill Ranch, CA #371	13.0%	25.5%	12.5%
Pembroke Pines, FL #433	27.3%	39.3%	12.0%

Tesser Remodels Sales Growth

Restaurant	2019	2020	YOY%
Portage, MI #327	\$28,272	\$32,155	13.7%
Glen Burnie, MD #474	\$37,745	\$42,874	13.6%
Grand Rapids, MI #828	\$35,356	\$39,747	12.4%
Fayetteville, GA #615	\$33,653	\$35,919	6.7%
Greece, NY #839	\$25,451	\$27,114	6.5%
Syracuse, NY #526	\$28,640	\$29,932	4.5%
Fairfax, VA #084	\$46,654	\$48,216	3.3%
Oklahoma City, OK #888	\$29,640	\$29,513	-0.4%
Buford, GA #616	\$36,275	\$35,884	-1.1%
York, PA #965	\$24,850	\$24,144	-2.8%

Diamond Pin Earner

We have another Diamond Pin earner in the Mouse House. Congratulations to Richanny Rodriguez with Team Newington #470 on earning your diamond pin! Richanny is a pro when it comes to hosting Chuck E. Birthday parties, as she is constantly checking in with mom and dad to assure them that everything is taken care of. She is all about making that special connection with the birthday star and making them feel like they are the most important kid in the room. Amazing job Richanny, and keep up the great work!

~ The guest service we received for our daughter's birthday party reminded me of Disney. Nani and Richanny did an amazing job preventing an issue with having no birthday cake. The birthday cake was frozen and wouldn't thaw in time for cake so they went out and got another cake and cupcakes. We weren't charged for this. They went above & beyond for us and we appreciated it so much! ~

~ Richanny was the perfect hostess! She was very attentive and great. I highly recommend her. ~

~ Our Party Server was friendly, energetic, and got the kids going. My son and his friends had a blast, thank you Richanny! ~

Northeast Region
Newington, CT #470
RVP Chris Kelly
DM Richard Balboni



MILESTONES-

- Reach and Achieve -

Luis Pineda ~ 105

Catalina Reyes ~ 081

Mariah Jimenez ~ 120

Kurt Fillmore ~ 399

Reina Umana ~ 636

Alexis Wommack ~ 957

Sarah Smith ~ 751

Ricci Niziol ~ 854
General Manager

Alexander Vivier ~ 467
Core Cast Member

Gloria Barahona ~ 499
Core Cast Member

Aline Merzius
General Manager #434
15 Years



Chuck E. Cheese™



Tesser Remodel Grand Re-Opening!

Bel Air, MD #502



DEAR CHUCK E...

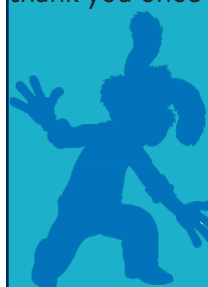
- You're the BEST! -

I would like to say how great Alejandro was helping us with our son King's birthday. He made it very special and went above & beyond. I have never received such great service at Chuck E. Cheese. Thank you!



Palm Desert, CA #353
Party Server Alejandro
GM Jacquelin Velgara
AD Arshad Khan
RVP Jim Brawley
Western Region

I'm not sure if I ever got the survey I was told to expect, but we had my son's birthday party recently and I just wanted to make sure Lisa, our Party Server, was recognized for doing a great job. She was a great host and it was so nice to feel like I didn't have to worry about any details. I could just really enjoy the party. I didn't even think until I got home that there was no place on the receipt to leave a tip, and that got me to thinking that I wasn't sure if I was even supposed to tip her? I 'googled' it and got all kinds of mixed results. I'm still a little confused on your tipping policy and feel it would be helpful if you addressed that more straightforward in your party information. Regardless, please tell Lisa thank you once again!



Johnson City, TN #663
Party Server Lisa
GM Lyle Crain
AD Jim Hamblen
RVP Bill Eich
Southeast Region

I want to give a BIG shout out to Ash at the Edina Chuck E. Cheese. I have never been there and just booked a party out of the blue 2 days before it was all happening. Ash called the day after I booked and she was on the phone with me for over 30 minutes! Answering any questions that I had and telling me what I should expect, she offered to host the party for me. Ash was super funny. We gave some sarcasm; she gave it right back which made the party much more fun. She said I was the first person to beat her in basketball so she gave us some free tickets and this was my first time playing basketball. I wanted to meet her boss to speak about our wonderful experience but she said he had stepped out. She said any Manager would be fine to talk to. I've never been to Chuck E. Cheese until this party and I will definitely be coming back because Ash was so amazing. What great service, we all felt so welcomed for being our first time. She took really good care of us, I didn't have to do anything. Thank you Ash!



Edina, MN #797
Party Server Ash
Sr. GM David Moss
DM Eric Montes
RVP Chris Kelly
Northeast Region



Let's give a huge shout out to Cindy Light's team as they award their next Sapphire Pin Earner in restaurant La Mirada, CA #447, Eryne Van Scoy! Erin is always keeping a smile on her face while creating above & beyond moments in every birthday party she hosts. She is one to keep an eye on for sure. Before you know it, you will see her again soon earning her Diamond Pin! Congratulations Eryne on earning your Sapphire Pin, it is very much deserved!

~ Our host was amazing! Eryn went above & beyond - the energy was so positive. She consistently asked if I needed anything. We ended up having many more guests and she was quick with new setups and favor bags. All around amazing. My son commented, "Mommy, she is really nice. She's my new friend!" ~

~ Eryne was amazing! She was very accommodating in every aspect and was super friendly and attentive. She made sure the birthday celebrant was comfortable and having fun. Wayne was also very nice and made sure our party was running smoothly. We will definitely come back for future visits and parties. ~

~ It was such an easy and great experience because Eryne was attentive, efficient, and always in communication with us. The games were fun and seeing Chuck E. Cheese live was a treat. Also when I went into the store to decide if we wanted to do the party, Wayne the GM was informative and helpful. He explained the 3 options and guided me to the best choice for our needs. The place was clean, friendly, and accommodating. Every child and parent had an awesome time. Great job! Eryne made our time so special. ~



Sydney Harris
Team Largo, MD #532
Mike Svoboda, DM



~ Sydney did everything, I sat back and had conversations with my family. She was awesome! ~



Tori D.
Team Clarksville, TN #368
Jim Hamblen, AD



~ Tori was amazing! She made sure that my daughter had the best party. ~

THE MORE YOU KNOW...

Marketing

National Pizza Day

National Pizza Day is coming up, and we have an awesome offer for our guests!

Starting Monday, February 9 - Saturday, February 14, guests will be able to get a free upgrade to an XL pizza with the purchase of a large when they mention 'National Pizza Day'. We want to be prepared for this promotion, so please be sure and adjust your dough projections accordingly.

For further details regarding this event, please refer to the communication sent out by L&D.



Risk Management

Sanitation:

Safety begins with proper sanitation and a clean, maintained facility. Keeping the restaurant clean and free of unsafe conditions will ensure our Cast Members and guests have an enjoyable and safe experience.

- **Wash your hands frequently** - Proper hand washing is critical in minimizing the risk of a food borne illness outbreak.
- **Sanitizing food contact surfaces** - All food contact surfaces, including equipment and utensils used for preparation and serving, must be cleaned and sanitized before and after each use.
- Never handle ready-to-eat foods with bare hands.
- Wipe down chairs and booths using the all-purpose cleaner and a designated towel. Tables are to be wiped down using a sanitizer solution and designated towel.

For more further details on our cleaning and sanitation standards, please refer to your Operations Guide under the 'Food Safety' and 'FUNctions' sections.

Audit

TIP OF THE WEEK

Security:

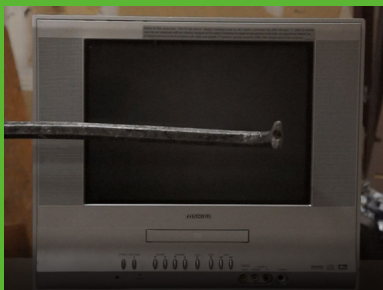
Remember that **ONLY** CEC employees are allowed in your restaurant when it is not open to the public.

A black rectangular sign with the word "CLOSED" in white, bold, capital letters. The sign is hanging from a black chain.

Learning & Development

It's doomsday
for your
DVDs

 hanges are
oming soon...



FACILITIES

Restaurant Fines

Minimize fines from false alarms with ADT/Protection One

- Notify your DM to update the call list with ADT when you get new managers. ADT needs to be able to call a manager to verify alarm and avoid dispatching police or fire when it isn't needed.
- Check your motion detectors to make sure that banners and balloons are not in their way. When the AC turns on at night it can blow the banners and balloons into the path of the motion detector, setting them off.

Learning & Development

Business Card Orders

Need to place an order for business cards?

As a reminder, all GMs now have access to place their own orders from the Training Materials Ordering site!

For step-by-step instructions on how to place your business card order, please refer to the business card ordering instructions on sharepoint under L&D, Checklists and Forms [here](#)



THE MORE YOU KNOW...

Star Awards

Congratulations to the following 4th Quarter 2019 Star Awards Recipients!

Retention Award

Johnny Ramirez ~ Harligen, TX #864
Joseph Olivo ~ Pico Rivera, CA #440
Mary Ann Demichele ~ Waterbury, CT #463
Ma Cristina Vermillo ~ Regina, SK #872
Salvatore Catinella ~ Willowdale, ON #845

People Pleaser Award

Louis Daguindeau ~ Brooklyn, NY #522
Nahum Castro ~ El Centro, CA #370
Ashley Peace ~ Bridgewater, NJ #512
Kenneth Worthey ~ Fairfax, VA #084
Darlene Rasing ~ Torrance, CA #465

Party Pleaser Award

Reginald Lowery ~ Moreno Valley, CA #393
Nanette Diaz ~ Covina, CA #413
Elisa Castaneda ~ Lynwood, CA #377
Claudia Rivas ~ Ventura, CA #453
Roslyn Hernandez ~ Bronx, NY #523

Sales Driver Award

Christopher Lowder ~ Doylestown, PA #762
Diana Burrough ~ Hattiesburg, MS #566
Claudia Rivas ~ Thousand Oaks, CA #320
Leah Klompenhower ~ Woodbury, MN #792
Robert Newcomer ~ King of Prussia, PA #543

Community Ambassador Award

Ana Barrera ~ Laredo, TX #569
Heidi Lupo ~ W. St. Louis, MO #947
Carlos Depinho ~ N. Miami, FL #435
Suzanne Morton ~ Manassas, VA #118
Amelia Pena ~ Houston Gulfgate, TX #591

Sales Contest

Our Stuffed Crust Pizza Contest is currently underway,

check out who is currently in the lead!

Note: Not all districts are listed below; spotlight districts will be randomly chosen each week to feature

District Rankings

Northeast

Dustin Gasper

1. Janea Anthony #842
2. Angelica Alvarez #842

Southeast

Michele Beavan

1. Anthony Posante #111
2. Christopher Jones #346

Western

Louis Deignan

1. Alexander Martinez #850
2. Brianna Chavez #866

Jon Fiorentine

1. Jessica Amill #529
2. Morgan Purcell #481

Kelli Kasper

1. Sonia Ipina #596
2. Mikala Barrett #595

Tony Reynolds

1. Katelyn Huynh #626
2. Terneshea Smith #626

Rick Balboni

1. Javier Crusetts #467
2. Melissa Mota #645

Pete Panunzi

1. Roberto Quinones #725
2. Adrienne Era #438

Frank Cassar

1. Holly McGee #833
2. Ron Bains #873

Regional Rankings

Northeast

1. Sharonville, OH #738
2. Mishawaka, IN #931
3. Jersey City, NJ #484

Southeast

1. Texarkana, TX #570
2. College Station, TX #577
3. Houston Pearland, TX #578

Western

1. Walnut Park, CA #787
2. Pasadena, CA #324
3. Fayetteville, AR #312

Company Rankings

1. Texarkana, TX #570
2. Sharonville, OH #738
3. Southbend, IN #931

Learning & Development

Cast Member of the Month Plaques

The order form for Star Cast Member of the Month Plaques is available on Sharepoint. Don't forget to place your orders for name plates early in the month for them to arrive in time!

Learning & Development

Chuck E. Years of Service Awards

In order to populate the upcoming Chuck E. Bucks recognition website, the report that populated the Years of Service awards was delayed. This file is back up and running and awards for both January AND February are being sent out in the next week or two. Sorry for the delay, and thank you for your patience!

Purchasing

If you run out of Dippin' Dots for any birthday parties, please substitute with the Blue Bunny Ice Cream Cups until further instructions have been given. A button has been added to everyone's POS to substitute vanilla or chocolate ice cream.

If you have any questions, please reach out to purchasing@cecentertainment.com

Dippin' Dots Update

Choose 1		
No	Extra	Side
Light		
IC SUB Vanilla	IC SUB Chocolat	
B Banana Split	B Cookie Dough	B Berry Blai
B Chocolate	B Strawberry	B CookiesNCr

CAREER GROWTH OPPORTUNITIES

General Manager

Littleton, CO	115
Tuscaloosa, AL	803
Rogers, AR	669
Escondido, CA	788
Fairview Hts, IL	916
Knoxville, TN	055
San Antonio Ingram, TX	098
Denton, TX	310
Waco, TX	856
Janesville, WI	728
Olathe, KS	665

Tech Manager

Jonesboro, AR	668	Danvers, MA	478
Monrovia, CA	390	Roseville, MI	475
San Jose, CA	404	Edina, MN	797
National City, CA	439	Charlotte, NC	039
Cupertino, CA	786	Atl/Cumberland, GA	729
Littleton, CO	115	Roanoke, VA	972
Baton Rouge, LA	609	Takoma Park, MD	774



Peter Piper Pizza

Williams Field, AZ #1225

Tech Manager

peter
piper
pizza

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

